



Homeless Outreach – Steps to take when helping a homeless veteran get connected to veteran resources.

- 1) Get a copy of the Veteran's DD-214 if they have it.
- 2) Take pictures of the following items and submit them to the CRRC or a veteran organization that can assist with navigating the system.
  - State ID
  - Social Security Card (SSC)
  - Birth Certificate (BC)
    - i) If they don't have a copy of their DD-214, document the full birth name, SSN, and birthdate, and then do the following:
      - i. Connect them with the local DAV, American Legion, or AZDVS.
      - ii. Use the Maricopa CE system if the DD-214 indicates a dishonorable discharge.  
They still need to get all of their documentation.  
There are things we can do to assist them in upgrading their status, but it will take some time.
    - ii) If they don't have any documentation and have never been to the Phoenix VA:
      - i. Help them order a replacement State ID. (one week)
      - ii. Help them enroll in AHCCCS and EBT if they don't already have them.
      - iii. Help them obtain a free cell phone.
      - iv. Help them order their SSC. (one week)
- 3) Once they have both a State ID and an SSC, transport them to the Veterans Benefits Administration (VBA) office, the VA eligibility office, and CRRC. (Start the tasks at 8 AM, and they can all be completed within one day.)
- 4) Transport veteran and assist in ordering a BC.  
NOTE: Order and delivery times vary by state of birth. If born in AZ, a copy can be obtained the same day of purchase for \$20.
- 5) Verify that the veteran does not have any justice involvement needs.
- 6) Assist the veteran in conducting a credit check.
- 7) Assist the veteran in connecting with healthcare providers.
- 8) Assist the veteran in connecting with a SOAR specialist.
- 9) Establish workforce readiness.